

Property Management Information Pack



BLUE MOON **property**
Expect the Unexpected

Welcome to BLUE MOON property



Our mission is simple...

To go above and beyond great service

Property Management

Promoting your property, **finding you the right tenant.**

We appreciate that with an investment property any vacancy period is costing you money, which is why here at Blue Moon Property every effort is made to ensure your property is let for the best possible price in the shortest possible time. Our first class online marketing ensure we locate the highest standard of tenant in the shortest amount of time.

Internet marketing

This is by far the largest marketing tool available to us, and is very effective. We will list your property on 3 of the top property search websites, including [realestate.com.au](https://www.realestate.com.au). These property search engines deliver to over one million Qld property seekers to listings each month. The most important part of internet marketing of property is the photographs. Research shows that the highest quality photos attract more enquires. We will always use as many photographs as possible and ensure they promote your property in the best possible light.



Our property management first class service

- ◆ Our best property management rate "Guarantee"
- ◆ Free advertising on [realestate.com.au](https://www.realestate.com.au) and free photography
- ◆ No lease renewal fee, no admin fees, no inspection fees
- ◆ No hidden costs on trade services, repairs and maintenance
- ◆ VEDA background and history checks for all tenant applications
- ◆ Routine property inspections every 3/4 months
- ◆ Open communication and outstanding customer service

Entry Condition Report

Getting things right before **moving day**

Prior to the tenancy commencing, we will have carried out a thorough Entry Condition Report for your property. This comprises of a detailed written account of the fixtures and fittings and their current condition, paying particular attention to cleanliness and any damages.

The written report is supported by a large number of digital photographs. It is vital these reports are detailed and thorough as they provide the base we have to work off to ensure the tenants look after your property and keep it in the same condition, of course allowing for 'fair wear and tear'. These reports also provide the evidence we require should we need to claim any money from the tenants at the end of their tenancy. It is important to remember that the condition the tenant takes the property in is the condition they must return it in. Therefore it is necessary to start with the property in good order to maintain a high standard and attract a quality tenant. We will always advise you if there are any necessary maintenance issues that should be attended to.



Prior to your tenants moving in we will collect a bond from them (equivalent of 4 weeks rent) plus 2 weeks rent in advance. We then pay the bond to and register it with the Residential Tenancies Authority (RTA) on your behalf, dealing with all the required legal documentation that goes with this.



Routine inspections

We keep a close eye on **your property**

It is our routine inspection policy to inspect your property every three to four months. The current legislation does not allow for routine inspections to be carried out more frequently than every three months.

The purpose of these inspections is to ensure the tenants are taking good care of your property and also to look for any unreported maintenance problems there may be. Regular inspections are paramount to manage your property effectively and ensure the quality of your tenants remains high. We are thorough during these inspections and take photographs while we are there to support anything we are noting. Should you reside interstate or overseas, we are more than happy, upon specific request, to take general photographs of the property while we are on these inspections so you can monitor the condition of your property from afar! Following our inspection you will receive a written inspection report detailing the manner in which the tenant is caring for your property and its general condition (including recommendations for present and future maintenance).

Our team are continuously driving around the area and will conduct 'random curb side inspections' on the properties that we manage.



Protecting your interests

Zero tolerance on **rental arrears**

Through our strict tenant selection procedures, we are pleased to say that our percentage of tenants in arrears is always less than 1%.

However, should a tenant fall into arrears, we follow the guidelines of the Residential Tenancies Authority as set out below. Allowance must be made, if posting, for public holidays and weekends when serving notices. We would normally hand deliver these notices. To help avoid getting to this stage we will always send a courteous reminder via SMS to the tenants on Day 3 and then phone them on Day 4. During this entire rent arrears process we communicate with you and the tenant to help resolve the problem as quick as possible.

- **Day 8 Notice to Remedy Breach is issued to tenant**
- **Day 18 Notice to leave is issued to tenant**
- **Day 27 Tenant to vacate and Bond claimed to cover rental arrears**

Should your tenant not vacate, it will be necessary to issue an Urgent Application for Termination with QCAT. We will only make an application if we are confident it is in your best interest.



The final layer of protection

WE RECOMMEND LANDLORD PROTECTION INSURANCE
Insurance is important to cover you in the rare event that you experience loss of rent or any damage is done to your property. We recommend getting a quote from your current home insurer to compare with Terri Sheer who specialise in Landlord Insurance.

Keeping within the rules

Legislation and paperwork **that is required**

One of the most complex areas of property management is the legislation and paperwork that is required under the New Residential Tenancies and Rooming Accommodation Act that came into operation on the 3rd April 1995 and was last updated in 2008.

It is also vital to ensure guidelines and rules from other relevant acts, such as the Property Occupations Act 2014, the Privacy Act, the Anti-Discrimination Act and Trade Practices Act are strictly adhered to. All these acts provide for large penalties to be imposed on landlords and agents who do not comply with the provisions of the legislation, its documentation and time restraints. This is why it is imperative to entrust your property to an agent who is fully licensed with staff who are well-trained in all facets of property management, in particular the legislation.



As your property managers we will:

- ◆ Prepare and have signed a Residential Tenancy Agreement
- ◆ Collect a bond equivalent to four weeks rent
- ◆ Lodge the bond with Residential Tenancies Authority (RTA)
- ◆ Complete a comprehensive Entry Condition Report
- ◆ Issue tenants with all notices in accordance with the acts.



Useful online links



Dear Property Investors,

Thank you for considering our Blue Moon Property to manage your investment property. We have included the links below to a number of very informative websites that are easily accessible and include handy fact sheets. If you have any questions please call our staff anytime.

Frequently Asked Questions:

| Allowing Time When Serving Notices:

[https://www.rta.qld.gov.au/Search
q=Allowing+Time+When+Serving+Notices%3a](https://www.rta.qld.gov.au/Search?q=Allowing+Time+When+Serving+Notices%3a)

| Ending a Tenancy Agreement:

<https://www.rta.qld.gov.au/Search?q=Ending+a+Tenancy+Agreement%3a>

| Entry and Privacy:

<https://www.rta.qld.gov.au/Search?q=Entry+and+Privacy%3a>

| General Tenancy Agreements:

<https://www.rta.qld.gov.au/Search?q=General+Tenancy+Agreements%3a>

| Smoke Alarms:

<https://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Smoke-alarms>

| Water Charging:

<https://www.rta.qld.gov.au/Forms-and-publications/Fact-sheets/General-tenancy-fact-sheets/Water-charging-fact-sheet>

Preferred rental agency for the Public Trustee of QLD